LISTING OF CLAIMS

1   1. (currently amended)   A method for monitoring a level of network service provided

2   by a service provider, the method comprising the computer-implemented steps of:

3   receiving a schema that provides a configuration for monitoring a service level

4   contract between the service provider and a particular customer, wherein the

5   schema comprises<u>:</u>

6   data defining one or more <u>metric</u> tests for monitoring the level of

7   network service being provided to the particular customer by

8   the service provider<u>, each said metric test measuring a level of</u>

9   <u>service of a particular type of network operation, and including</u>

10   <u>a set of one or more threshold values that correspond to a range</u>

11   <u>of acceptable performance for the particular type of network</u>

12   <u>operation, and</u>

13   information defining a specific time range for when the one or more

14   <u>metric</u> tests are to be performed; <u>and</u>

15   distributing the one or more <u>metric</u> tests to one or more agents, wherein the one or

16   more agents configure devices associated with the network to <u>automatically</u>

17   perform the one or more <u>metric</u> tests during the specific time range<u>,</u> and

18   receive result information from the devices performing the one or more <u>metric</u>

19   tests.

1   2. (currently amended)   The method recited in claim 1, further including the ~~step~~ <u>steps</u>

2   of:

3	for each metric test defined in the schema, determining whether result information for
4	that metric test is within the set of one or more threshold values included in
5	that metric test; and
6	creating and storing reporting information that indicates whether the customer is
7	actually receiving, during the specific time range, the level of network service
8	offered by the service provider in the service level contract, said reporting
9	information based on said determinations ~~result information received from the~~
10	~~devices~~.

1   3. (cancelled)

1   4. (previously amended)   The method recited in claim 1,

2   said schema being based on Extensible Markup Language (XML), and wherein the

3   schema models the service level contract.

1   5. (currently amended)   The method recited in claim 1, further comprising the steps of:

2   generating, at a server, interface data for defining the schema for monitoring the

3   service level contract; and

4   communicating the interface data to a client that is remote from said server, wherein

5   the interface data allows users to ~~define~~ configure specific times for

6   monitoring the level of service that is being provided by the service provider,

7   and to configure the set of one or more threshold values included with each

8   metric test.

1   6. (currently amended)   The method recited in claim 1, wherein:

2   the one or more agents configure the devices to perform the one or more <u>metric</u> tests

3   only within the specific time range.

1   7. (currently amended)   A computer readable medium carrying sequences of

2   instructions for monitoring a level of network service provided by a service provider,

3   the sequences of instructions including instructions for performing the steps of:

4   receiving a schema that provides a configuration for monitoring a service level

5   contract between the service provider and a particular customer, wherein the

6   schema comprises<u>:</u>

7   data defining one or more <u>metric</u> tests for monitoring the level of

8   network service being provided to the particular customer by

9   the service provider<u>, each said metric test measuring a level of</u>

10   <u>service of a particular type of network operation, and including</u>

11   <u>a set of one or more threshold values that define a range of</u>

12   <u>acceptable values for the particular type of network operation,</u>

13   and

14   information defining a specific time range for when the one or more

15   <u>metric</u> tests are to be performed; <u>and</u>

16   distributing the one or more <u>metric</u> tests to one or more agents, wherein the one or

17   more agents configure devices associated with the network to perform the one

18   or more <u>metric</u> tests during the specific time range and receive result

19   information ~~form~~ <u>from</u> the devices performing the one or more <u>metric</u> tests.

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1   8. (currently amended)   The computer readable medium recited in claim 7, further

2   comprising instructions for performing the ~~step~~ steps of:

3   for each metric test defined in the schema, determining whether result information for

4   that metric test is within the range of acceptable values defined by the set of

5   one or more threshold values included with that metric test; and

6   creating and storing reporting information that indicates whether the customer is

7   actually receiving, during the specific time range, the level of network service

8   offered by the service provider in the service level contract, said reporting

9   information based on said determinations ~~result information received form the~~

10   ~~devices~~.

1   9. (cancelled)

1   10. (previously amended)   The computer readable medium recited in claim 7,

2   said schema being based on Extensible Markup Language (XML), and wherein the

3   schema models the service level contract.

1   11. (currently amended)   The computer readable medium recited in claim 7, further

2   comprising instructions for performing the steps of:

3   generating, at a server, interface data for defining the schema for monitoring the

4   service level contract; and

5   communicating the interface data to a client that is remote from said server, wherein

6   the interface data allows users to ~~define~~ configure specific times for

7   monitoring the level of service that is being provided by the service provider,

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8   and to configure the set of one or more threshold values associated with each

9   metric test.

1   12. (currently amended)   The computer readable medium recited in claim 7, wherein:

2   the one or more agents configure the devices to perform the one or more metric tests

3   only within the specific time range.

1   13. (currently amended)   A network device configured for monitoring a level of network

2   service ~~offered~~ provided by a service provider, comprising:

3   a network interface;

4   a processor coupled to the network interface and receiving information from the

5   network interface;

6   a computer-readable medium accessible by the processor and comprising one or more

7   sequences of instructions which, when executed by the processor, cause the processor

8   to carry out the steps of:

9   receiving a schema that provides a configuration for monitoring a service

10   level contract between the service provider and a particular customer,

11   wherein the schema comprises:

12   data defining one or more metric tests for monitoring the level of

13   network service being provided to the particular customer by

14   the service provider, each said metric test measuring a level of

15   service of a particular type of network operation, and including

16   a set of one or more threshold values that define a range of

17   acceptable values for the particular type of network operation,

18   and

1   information defining a specific time range for when the one or

2   more <u>metric</u> tests are to be performed; <u>and</u>

3   distributing the one or more <u>metric</u> tests to one or more agents, wherein the

4   one or more agents configure devices associated with the network to

5   perform the one or more <u>metric</u> tests during the specific time range and

6   receive result information from the devices performing the one or

7   more <u>metric</u> tests.

1   14. (currently amended)   The network device recited in claim 13, wherein the sequence

2   of instructions further comprises instructions that cause the one or more processors to:

3   <u>for each metric test defined in the schema, determine whether result information for</u>

4   <u>that metric test is within the range of acceptable values defined by the set of</u>

5   <u>one or more threshold values included with that metric test; and</u>

6   create and store reporting information that indicates whether the customer is actually

7   receiving, during the specific time range, the level of network service offered

8   by the service provider in the service level contract, said reporting information

9   based on <u>said determinations</u> ~~result information received from the devices~~.

1   15. (cancelled)

1   16. (previously amended)   The network device recited in claim 13,

2   said schema being based on Extensible Markup Language (XML), and wherein the

3   schema models the service level contract.

1   17. (currently amended)   The network device recited in claim 13, wherein the sequence

2   of instructions further comprises the steps of:

3   generating, at a server, interface data for defining the schema for monitoring the

4   service level contract; and

5   communicating the interface data to a client that is remote from said server, wherein

6   the interface data allows users to ~~define~~ configure specific times for

7   monitoring the level of service that is being provided by the service provider,

8   and to configure the set of one or more threshold values associated with each

9   metric test.

1   18. (currently amended)   The network device recited in claim 13, wherein:

2   the one or more agents configure the devices to perform the one or more metric tests

3   only within the specific time range.

1   19. (currently amended)   A network device configured for monitoring a level of network

2   service ~~offered~~ provided by a service provider, comprising:

3   means for receiving a schema that provides a configuration for monitoring a service

4   level contract between the service provider and a particular customer, wherein

5   the schema comprises:

6   data defining one or more metric tests for monitoring the level of

7   network service being provided to the particular customer by

8   the service provider, and a set of one or more threshold values

9   included with each of the one or more metric tests, and

10   information defining a specific time range for when the one or more

11   metric tests are to be performed; and

12   means for distributing the one or more metric tests to one or more agents,

13   wherein the one or more agents configure devices associated with the

14   network to perform the one or more <u>metric</u> tests during the specific

15   time range and receive result information from the devices performing

16   the one or more <u>metric</u> tests.

1   20. (currently amended)   The network device recited in claim 19, further including:

2   <u>for each metric test defined in the schema, means for determining whether result</u>

3   <u>information for that metric test is within the range of acceptable values</u>

4   <u>defined by the set of one or more threshold values included with that metric</u>

5   <u>test; and</u>

6   means for creating and storing reporting information that indicates whether the

7   customer is actually receiving, during the specific time range, the level of

8   network service offered by the service provider in the service level contract,

9   said reporting information based on <u>said determinations</u> <s>result information</s>

10   <s>received from the devices</s>.

1   21. (new)   The method recited in claim 1, wherein the range of threshold values included

2   with a particular metric test is configured according to a level of performance

3   specified in a service level agreement for the type of network operation measured by

4   the particular metric test.

1   22. (new)   The method recited in claim 1, wherein a metric test is selected from the

2   group consisting of ICMP metric test, UDP metric test, DNS metric test, HTTP

3   metric test and VoIP metric test.